

## ALL KIDS APPLICATION AGENT INSTRUCTIONS

All Kids Application Agents (AKAA's) are community-based organizations that have ongoing contact with persons likely to be eligible for medical coverage under the State of Illinois' Medicaid Program. The Department of Healthcare and Family Services (HFS) requires AKAA's to complete Agreements and participate in training that includes information on the different Medicaid programs available, how to complete an Application for Benefits Eligibility (ABE) Application, and the documentation required for program eligibility.

Steps to becoming an AKAA:

1. Complete and submit request to become All Kids Application Agent (will load to library and link)
2. Complete [W-9](#) and certify with IL State Comptroller ([Instructions](#)) if not already certified
3. Enroll in, or edit [IMPACT enrollment](#) to request AKAA
4. Complete and submit Application Agent Agreement (will load to library and link)
5. Complete and submit Business Associate Agreement (will load to library and link)
6. Participate in training
7. Set-up ABE Provider Portal Account

All forms should be submitted to [HFS.ApplicationAssisters@illinois.gov](mailto:HFS.ApplicationAssisters@illinois.gov)

### IMPACT System

AKAA Applicants must enroll as an AKAA Provider through the HFS Illinois Medicaid Program Advanced Cloud Technology (IMPACT) System. You will be given a Provider ID after completing the enrollment process. Some tasks may need to be completed before you can enroll. Your agency must have a certified W9 tax form on file with the IL State Comptroller to enroll in IMPACT. Check requirements before starting the enrollment process. Go to <http://IMPACTinfo.illinois.gov> to enroll. If you have any questions concerning enrollment, contact the Help Desk at 1-888-618-8078 or by e-mail at [IMPACT.help@illinois.gov](mailto:IMPACT.help@illinois.gov)

### Training

HFS has a host of training materials for its partners and providers. Materials can be found on [the All Kids Application Agents](#) page on the HFS website. There are also regularly scheduled Webinars that will be posted to the AKAA site. All AKAA's must attend a Webinar or an online training module prior to offering assistance services to customers. If you have questions, you can call (877) 805-5312 or (217) 557-4993 or TTY- (877) 204-1012.

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Once all requirements are complete the organization will be entered into the Department's computer system as an AKAA provider and assigned a provider number.

You will be notified in writing when you have been enrolled. Do not submit applications until you have been notified in writing that you are enrolled as an All Kids Application Agent.

### **Setting up an Account in the ABE Provider Portal**

Your notification of AKAA enrollment will include the provider number to be used when setting up Accounts in the ABE Provider Portal. Use the Job Aid, '[Creating an ABE Provider Portal Account](#)' to assist you in setting up your account in ABE. If you will be the Agency Security Administrator at your agency, you will also need to go to the [ABE Provider Portal Registration](#) page and submit the **Request for Primary Agency Security Administrator Approval**.